

Clipper® Executive Board

June 27, 2022

Agenda Item 3d

Next Generation Clipper System Integrator Change Order – Implementation Support for the Next Generation Clipper Customer Service Center: Cubic Transportation Systems, Inc. (\$1,500,000)

Subject:

A change order to provide support for the Next Generation Clipper® Customer Service Center: Cubic Transportation Services, Inc. (Cubic) (\$1,500,000).

Background:

Cubic is the Next Generation Clipper system integrator, responsible for overall development and operations of the new Clipper system. WSP USA Services, Inc. (WSP) is responsible for design, implementation and operation of an omnichannel customer service center (CSC). Cubic and WSP are responsible for coordinating the design and delivery of the new Clipper customer service center for the Next Generation Clipper system. This requires integration between a Cubic-provided solution for the overall Clipper system and the WSP-provided customer service system. The two contractors have been collaborating since fall 2021 on design of new and improved customer services. We expected there would be additional work that would require extra effort when proposals were submitted for the CSC.

Cubic has scope changes necessary to support the WSP's technical approach. These changes are:

- Development work to support the integration with the omnichannel contact center solution provided by WSP;
- Development work to support single sign-on capability for WSP customer service representatives (CSRs) so that they will automatically be logged in to the customer relationship management (CRM) system when they log in to WSP's environment;
- Incorporation of the WSP-provided chat function with the Next Generation Clipper customer website and mobile app;
- Development work to support customer self-service options for the WSP-provided Interactive Voice Response (IVR) solution; and

- Revisions to the payment flow in the CRM to incorporate WSP's card masking solution to allow CSRs to accept payment card updates during an active call with a customer.

Issues:

None identified.

Recommendation:

Staff recommends that the Operations Committee approve a change order with Cubic Transportation Systems, Inc. in an amount not to exceed \$1,500,000 to provide support for the Next Generation Clipper Customer Service Center.

Attachments:

None.



Carol Kuester

Request for Board Approval

Summary of Proposed Contract Amendment

Work Item No.:	2780
Consultant:	Cubic Transportation Systems, Inc. San Diego, CA
Work Project Title:	Next Generation Clipper® System Integration
Purpose of Project:	To design, implement, install, test, operate and maintain the Next Generation Clipper system
Brief Scope of Work:	To perform development work in connection with the design and implementation of the Next Generation Clipper customer service center, in cooperation with WSP, the Next Generation Clipper customer service center contractor.
Project Cost Not to Exceed:	This contract amendment: \$1,500,000 Current contract amount before this contract amendment: \$434,186,058 Maximum contract amount after this contract amendment: \$435,686,058
Funding Source:	Regional Measure 2 Capital, Regional Measure 3, OBAG, SB1 State of Good Repair, Inactive Card Funds, Float Account Interest, FTA Funds, Transit Agencies
Fiscal Impact:	Funds to be included in the FY 2022-23 MTC budget, subject to approval
Motion by Committee:	That the Clipper Executive Board approve a contract amendment with Cubic Transportation Systems, Inc., for the purposes described above and in the Clipper Executive Director's memorandum dated June 27, 2022.
Operations Committee:	<hr/> Robert Powers, Chair
Approved:	June 27, 2022